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FROM:

Attorney: John D. Henkhaus Direct Phone: 408-414-1080 ext 203
Attorney's E-Mail: jhenkhaus@hptb-law.com Sender's Fax: San Jose, CA (408) 414-1076
By Secretary: Teresa Austin Direct Phone: 408-414-1080 ext 217
Re: Copy of Amendment Date: April 1, 2004 Time Sent:
Serial No. 09/614,365, filed July 12, 2000 Number of pages including this page: 25

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TO:

Name	Company	Facsimile No.	Contact No.
Nabil M. El Hady	United States Patent and Trademark Office, GAU 2206	703-746-5512	703-308-7990

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ENCLOSURES:

Acknowledgment Receipt postcard (showing receipt by PTO on December 10, 2003)
Copy of Transmittal Form with Fee Calculation (2 pgs)
Copy of Request for Continued Examination (RCE) (1 pg)
Copy of Amendment (15 pgs)
Copy of Information Disclosure Statement (3 pgs), PTO-1449 form (2 pgs)

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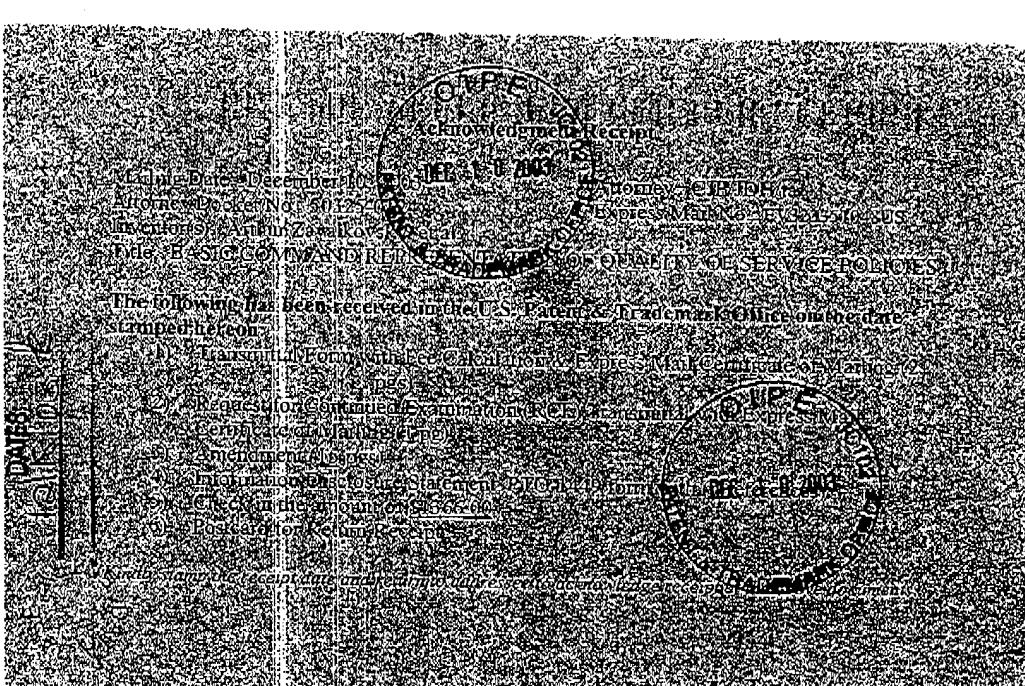


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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:) Confirmation No. 2206
)
 Arthur Zavalkovsky)
)
 Serial No.: 09/614,365) Examiner: EL HADY, NABIL M.
)
 Filing Date: July 12, 2000) Group Art Unit: 2154

For: BASIC COMMAND REPRESENTATION OF QUALITY OF SERVICE POLICIES

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TRANSMITTAL FORM WITH FEE CALCULATION

Dear Sir:

Transmitted herewith is an Request for Continued Examination (RCE) Transmittal, Amendment, and Information Disclosure Statement with PTO form 1449 in the above-identified application.

Additional fee is required.
 Also attached: _____ Figures
 Postcard.

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The fee has been calculated as shown below:

	NO. OF CLAIMS	HIGHEST PREVIOUSLY PAID FOR	EXTRA CLAIMS	RATE	Fee
Total Claims	36	22	14	\$18.00 =	\$ 252.00
Independent Claims	9	5	4	\$86.00 =	\$ 344.00
Multiple claims newly presented					\$ 0.00
Fee for RCE					\$ 770.00
TOTAL FEE DUE					\$1366.00

Application of Zavalkovsky, Ser. No. 09/614,365
 filed July 12, 2000
 GAU 2154—N. El Hady

- Enclosed is a check in the amount of \$1366.00. Please charge any deficiency of fee to Deposit Account No. 50-1302. An additional copy of this transmittal sheet is submitted herewith.
- The Commissioner is hereby authorized to charge payment of any fees associated with this communication or credit any overpayment, to Deposit Account No. 50-1302, including any filing fees under 37 CFR 1.16 for presentation of extra claims and any patent application processing fees under 37 CFR 1.17.

Respectfully submitted,
 HICKMAN PALERMO TRUONG & BECKER LLP

By: John D. Henkhaus
 John D. Henkhaus
 Registration No. 42,656

1600 Willow Street
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Date: December 10, 2003

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